

Maurita Johnson, Deputy Director
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Number: CW-IM-12-014
Issue date: 12/17/2012

Topic: Other

Subject: Provider Payment Post Case Closure (Administrative Re-Open)

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County DD Program Managers |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): Child Welfare |

Message:

OR-Kids functionality allows the local office to reopen a case for the purpose of facilitating payments in specific situations. The process is called “Administrative Re-Open” and shall only be used in the following circumstances:

- An ongoing service was provided on an open case but the service was not entered into OR-Kids prior to the case closing, effectively prohibiting payment to the service provider.
- A contracted placement was not captured correctly also impacting payment.

At this time, the use of the Administrative Re-Open functionality may only be used to resolve the approved payment issues described above.

Verification and Approval: To begin the Administrative Re-Open process, the Office Manager must first verify that the request meets the circumstances described above. Once the request has been verified, the Office Manager will then approve the request.

The link to the step by step process is embedded in this Informational Memorandum.

https://inside.dhsoha.state.or.us/images/stories/dhs/orkids/docs/Administrative_Case_Reopen.pdf

If you have any questions about this information, contact:

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